

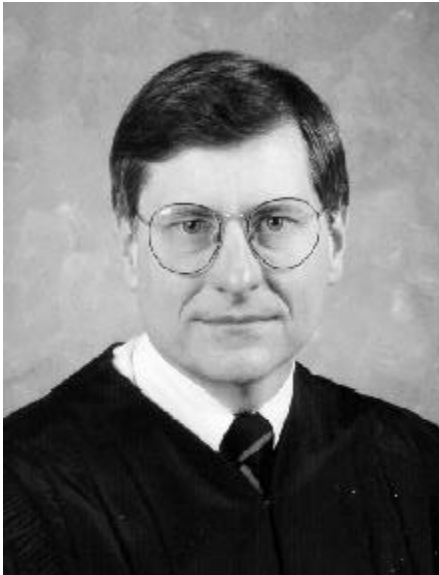
MISSOURI JUDICIAL REPORT



FISCAL YEAR 2000



MESSAGE FROM THE CHIEF JUSTICE



Chief Justice William Ray Price, Jr.

I am pleased to present the Missouri Judicial Report for the year ending June 30, 2000. In these pages, you will read about our efforts to improve the court system in a number of ways, ranging from automation to the implementation of drug courts to improved access by all citizens. Of course our primary task is the resolution of lawsuits. The Missouri Judiciary is dedicated to the just and impartial resolution of legal disputes promptly and efficiently. For Missouri's citizens, Justice First.

COURT AUTOMATION

THE MISSOURI COURT AUTOMATION PROJECT

The Missouri Judiciary has been working diligently since 1995 toward a vision of providing courts a family of automated systems and advanced technologies that will help them provide improved service, fair and equitable justice and increased public access to the Judiciary for all citizens. There are many people and products working to accomplish this vision and several milestones were met as we entered a new century.

JUVENILE COURT AUTOMATION

- Ninety-seven of the 115 counties having juvenile courts, offices, and/or residential facilities now have workstations, LAN and WAN connections, printers, and software.
- Initial design and development of juvenile case-processing and case-management for integration into the Banner software continued.
- A \$500,000 Juvenile Accountability Incentive Block Grant awarded from the Department of Public Safety will fund a project designed to facilitate information sharing between the judiciary and executive branch youth service agencies.

INFRASTRUCTURE

In order to ensure that each piece of the automation project works similarly in courts across the state, standard computers, phone lines and other hardware are needed. As of June 30, 2000:

- 96 counties have completed infrastructure
- 19 courts are currently planning to receive infrastructure

LOTUS NOTES INSTALLATIONS

The Lotus Notes software program continues to provide the backbone for group communication within the Judiciary. This software provides databases and e-mail communication tools for today's court staffs. These tools allow our court staffs to stay on top of their responsibilities regardless of their location.

- 1,082 Lotus Notes users were added this year, bringing the total number of users to 4,064 as of June 30, 2000
- 100% of Supreme Court and Appellate Judges, Juvenile Officers, Court Administrators, Associate Judges and Appellate Clerks have access to Lotus Notes
- 92% of Circuit Judges have access to Lotus Notes



COURT AUTOMATION

CASE.NET PUBLIC CASE ACCESS

One of the most tangible benefits of implementing the statewide case management system is its interface with the program, Case.Net. Case.Net was designed by the Office of State Courts Administrator to pull only the public case information from Banner and then display it via the Internet. This allows lawyers, abstractors, other agencies and all Missouri citizens to monitor their cases without making calls or trips to the courthouse. This system has received a very warm welcome by Missourians over the past year, and one county that surveyed their lawyers found over 80% used the system on a daily basis. This system is truly accomplishing the automation vision of providing improved service, fair and equitable justice and increased access for Missouri.

- As of June 30, 2000, 13 courts were providing access to public case information using this system.

JUROR FOR WINDOWS

With the assistance and input from court staff, the Office of State Courts Administrator purchased a statewide license for a jury management system (JUROR for Windows) from SCT Government Systems, formerly OMNI-Tech.

- Jackson and St. Charles Counties were selected as pilot sites for the one-step qualification/summons process, and
- Franklin, Osage and Gasconade Counties (20th Circuit) were selected as pilot sites for the two-step qualification/summons process.
- Counties were given the opportunity to view the software and request installation. Seventy-four (74) counties have requested the JUROR for Windows software. Due to the large number of requests, the installation of the software may require two years.

CASE MANAGEMENT

Project staff ended the century installing the newest version of the Banner Courts System in seven courts with identified Year 2000 compliance issues. This successful implementation plan avoided any Year 2000 issues and allowed for an aggressive rollout of the software version to the 27 courts requesting implementation prior to the end of calendar year 2000.

- The Statewide Fine Collection Center began using Banner July 1, 1999 and was upgraded to the most current version September 20, 1999.
- All courts in the Y2K Phase received Banner in the divisions with identified problems. Divisions of the circuit courts of Boone, Cole, Franklin, Platte, St. Charles, Taney, and Warren Counties all received Banner version 3.0 prior to the end of 1999.
- In order to maintain only one version of the Banner software, upgrades from the previous version were also provided to the pilot courts (Montgomery County, Jackson County, Eastern District Court of Appeals), and Alpha Phase courts (Barton County, Western District Court of Appeals, Southern District Court of Appeals, and the Supreme Court).
- The Beta Phase of implementations will be completed by the end of December 2000. By the end of June 2000, the 3rd Judicial Circuit (counties of Grundy, Harrison, Mercer, Putnam), 37th Judicial Circuit (counties of Carter, Howell, Oregon, Shannon), 19th Judicial Circuit (Cole County), 5th Judicial Circuit (counties of Andrew and Buchanan), 22nd Judicial Circuit (St. Louis City – Probate Division) and 29th Judicial Circuit (Jasper County) were all operational using the Banner case management software.

The Missouri Judicial Report is prepared by:

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Caseload statistics for the Supreme Court, Court of Appeals, and Circuit Court, by county and judicial circuit, are published separately in "The Missouri Judicial Report Supplement," which is available upon request from the Office of State Courts Administrator (OSCA). Also available from OSCA is the "Summary of Selected Bills Truly Agreed to and Finally Passed by the 90th General Assembly."



IMPROVED SERVICE

DIGITAL SOUND RECORDING

A digital sound recording system, FTR Gold, was selected for pilot testing. The product meets or exceeds the specifications for sound recording systems set forth by the Office of State Courts Administrator.

- Expectations for the system: high quality sound reproduction; easy access to previously recorded testimony; concurrent recording and playback; production of an audio record that can be transmitted electronically; fast and efficient creation of annotated log that can be stored with the audio record; reduction in space requirements for storage.
- Pilot sites included the courts of Judge Thea Sherry in St. Louis County, Judge Terry Cundiff in St. Charles County, Judges Cary Augustine and Joe Holt in Callaway County, and Judge Pat Joyce in Cole County.
- The system will be evaluated over the coming year. Results of the evaluation will be available to all who are considering the purchase of new sound recording equipment in the future.

MEDIATION

- Ten courts provided free mediation to over 700 parents, with nearly 500 of them Title IV-D eligible.
- Courts used sixth year funding from Child Support Enforcement to provide a parent education component and to train mediators.

PERMANENCY PLANNING PROJECT OF THE FAMILY COURT COMMITTEE

- Established by Chief Justice Price in September 1999.
- Development of a statewide, comprehensive approach under the leadership of the judiciary for assuring abused and neglected children achieve safe, permanent homes in a timely manner.
- Project report, *Building Bridges to Permanency*, identifies four key elements for improving the permanency process of children: improve court services, increase legal resources, improve delivery of social and mental health services, and increase placement resources. Eight solutions are proposed to achieve each key element.

JUVENILE COURT IMPROVEMENT PROJECT

- Project Steering Committee submitted its report, *Improving Missouri's Court Practice in Child Abuse and Neglect Cases: 10 Recommendations*, to the Supreme Court.
- Recommendations were in the areas of judicial leadership, timely proceedings, meaningful proceedings, staffing, legal representation, permanency, case management, training, awareness, and collaboration.

COMMISSION ON ALTERNATIVE DISPUTE RESOLUTION SERVICES IN DOMESTIC RELATIONS CASES

- Submitted *First Annual Report* to the Supreme Court detailing work of the Commission from August 1999 through June 2000.
- Answered the Supreme Court's charge to review and make recommendations for improvement or revision in the areas of availability, quality, and utilization of court ADR programs and services; statewide program coordination and support; and standards, qualification, and training of mediators.

JUVENILE OFFENDER RISK & NEEDS ASSESSMENT AND CLASSIFICATION SYSTEM

- Nine juvenile and family courts--Circuits 10, 11, 12, 14, 19, 20, 22, 41, and 45--are using the Juvenile Offender Risk & Needs Assessment and Classification System for a standardized method for assessing the relative likelihood that a juvenile will reoffend and identifying treatment needs.
- A software product known as Juvenile Tracking Referral Assessment and Classification (J-TRAC) automates the system.
- The National Council on Crime and Delinquency is assisting with risk scale validation.

DRUG COURTS

- Eight new drug courts became operational, bringing the total of Missouri drug courts to 26 (18 adult, 6 juvenile, and 2 family drug courts).
- The University of Missouri School of Social Work began a process evaluation of 14 Missouri drug courts.



IMPROVED SERVICES

NEW SECURITY PROGRAM

The Office of State Courts Administrator has undertaken a new effort to assist courts in improving their security and emergency policies and procedures. In its 1996 report to the Missouri Supreme Court, the Ad Hoc Committee on Court Security reinforced the continuing requirement to provide a secure and safe environment in every Missouri court.

A Court Security Coordinator was added to the Office of State Courts Administrator's staff to assist courts in assessing their security posture and to develop practicable plans to protect people, equipment, and records. Specifically, the Court Security Coordinator is available to:

- Conduct a security survey of court facilities;
- Review proposed construction or renovation plans and recommend security measures;
- Assist in developing court security and emergency plans; and
- Assist with identifying priorities.

ST. LOUIS CITY UNIFIED FAMILY COURT

- Includes three judges and three commissioners.
- Family Court Coordinating Council Kick-Off Dinner held.
- Case intake teams assigned and the case management process decided upon.

JUVENILE AND FAMILY COURT WORKLOAD STUDY

- National Council on Crime and Delinquency contracted in March of 2000.
- Assess the adequacy of staffing resources within juvenile and family court offices to complete tasks and duties as defined by existing policies.
- Methodology for allocating new full-time employees and budget requests.

PLAN TO ASSIST COURTS TO IMPROVE CASE PROCESSING

This year the Supreme Court approved a plan for the Case Management, Judge Transfer, Circuit Court Budget and Presiding Judge Committees to join resources to assist those courts that are falling behind in case processing.

- The Case Management Committee was assigned responsibility for identifying courts that are falling behind and working with them to make improvements.
- The National Center for State Courts provided assistance in developing the criteria for determining which courts are experiencing difficulty in meeting case processing time standards. The result was the Missouri Caseflow Timeliness and Efficiency (CTE) Index. The index is comprised of three measures: the time to disposition ratio, the clearance (disposition to filing) ratio, and the age of pending caseload ratio.
- Due to resource limitations, only a small number of circuits are to be targeted for assistance at one time.
- Members of the Case Management Committee will make an assessment of the targeted circuits and assist in developing plans both to reduce the backlog and to improve caseflow timeliness and efficiency.
- As needed, the Committee will request temporary assignment of additional judicial and clerical resources. Ongoing education and training in successful case management techniques will be coordinated with the Coordinating Commission for Judicial Department Education.

FINE COLLECTION CENTER

- Voluntary membership program grew from two counties in July 1999 to 40 counties by June 30, 2000. Steady continued growth is expected.
- Currently processing only traffic offenses but should add conservation and watercraft offenses by the summer of 2001.
- Currently processing up to 11,000 traffic citations per month.
- Have collected over \$3.1 million in fines and costs and processed 53,000 cases by June 30, 2000.
- Will annually process nearly 40 percent of state's traffic cases during the next year.
- Renovated facility, new equipment, and additional staff have enhanced the Center's ability to more efficiently process cases.



COURT ACCESS

ACCESS FOR THE NON-ENGLISH SPEAKING POPULATION

Courts provide interpreting services to protect the rights of the non-English speaking persons in legal proceedings. Recognizing the increased need for qualified interpreters, the Office of State Courts Administrator developed a certification program in 2000 to ensure interpreters working in Missouri's courts are proficient and professional - a fundamental requisite for due process. Spanish, making up the majority of interpreter requests in 1999, was selected as the first language to certify. Certification requires completion of a two-day orientation workshop (ethical responsibilities, legal terminology, court procedures and skill building) and a minimum 70% score on each section of the oral examination (sight translation, consecutive and simultaneous interpreting). Results of the first certification program were:

- 29 interpreters participated in the orientation.
- 11 interpreters were tested and two passed the examination (names and contact information are posted on an intranet service available to courts).

ACCESS FOR THE DISABLED POPULATION

In an effort to enhance equal access to the judicial system by individuals with disabilities and to help the courts comply with the Americans with Disabilities Act (ADA), these services are offered to the courts:

- Onsite physical accessibility assessments and recommendations to remove barriers to equal access to justice. (Seven courts have taken advantage of this assessment.)
- Funds for sign language interpreters/ auxiliary aids for the deaf/hard of hearing in all cases.
- A list of certified deaf interpreters posted on intranet service available to the courts.
- Signage to be posted by courts advising court users that assistive listening devices are available.
- A Braille printer located at the Office of State Courts Administrator to translate and print court forms.
- Fourteen additional infrared Assistive Listening Devices for use by hard of hearing individuals, bringing the total number of systems available in the state to 54. Each circuit has at least one system to be shared by their courts and OSCA maintains one system in the office to overnight to courts as requested.

**Case Processing Time Standards
Age of Case At Disposition
FY 2000**

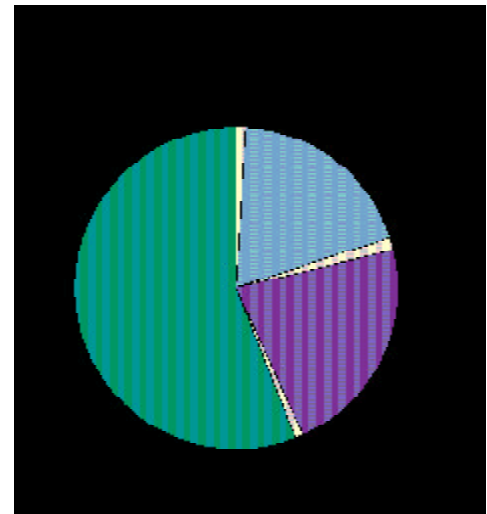
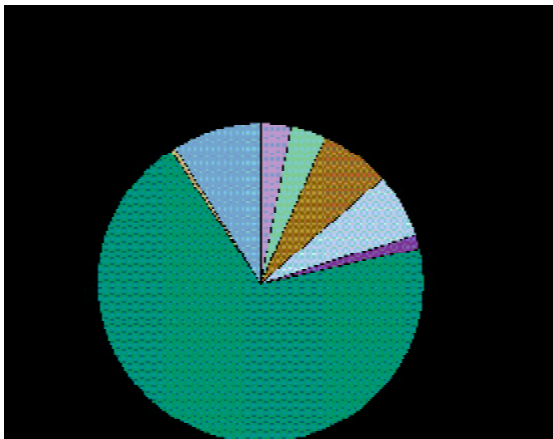
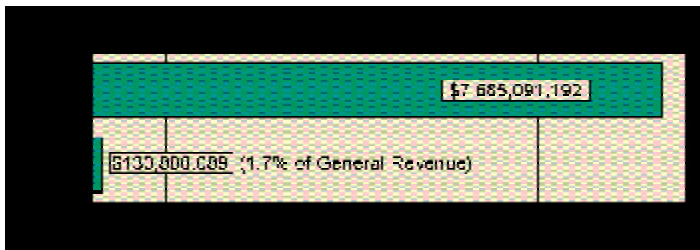
Time Standard Category	Standard for Age of Case at Disposition in the State	Actual Performance Statewide	Percent Change from FY 1999	Circuits Meeting Both Standards in FY 2000
Circuit Civil				
In 18 months	90%	80%	0%	19
In 24 months	98%	87%	-1%	
Domestic Relations				
In 8 months	90%	84%	1%	14
In 12 months	98%	90%	0%	
Circuit Felony				
In 8 months	90%	84%	-3%	4, 5, 10, 13, 14, 32, 36
In 12 months	98%	92%	-2%	
Associate Civil				
In 6 months	90%	85%	-4%	1, 2, 3, 6, 9, 10, 13, 14, 15, 17, 23, 25, 30, 32, 33, 34, 35, 39, 41, 42, 44, 45
In 12 months	98%	94%	-3%	
Associate Criminal				
In 4 months	90%	76%	-1%	2, 18, 19, 32
In 6 months	98%	86%	-2%	



Judicial Department Education continued groundbreaking work in programming. New programming for appellate and state trial judges, including an Advanced Judicial Seminar, were delivered. Training standards were developed for juvenile court personnel. A week-long orientation program and safety training program for detention workers were rolled out, and a national consultant in detention training was contracted to assist in the development of a comprehensive curriculum for detention workers. The Missouri program collaborated with the National Center for State Courts on a new management program, piloted in Missouri. A Court Reporter Policy and Procedures Manual was developed for court reporters. The first Court Clerk College was developed and offered. Software for the Education Lending Library was installed to enable court users to access the Library through the Internet. Significant training continued to be provided for court automation: 13 training sites throughout the state were used for delivery of 489 classes in which 2,884 students participated.

Missouri continued its leadership role in education technology. A web-based course for juvenile court personnel was developed and delivered. It will serve both as a model for national training as well as a model for other web courses currently under development. Several courses were delivered via interactive video programming. Conversion of court publications continued; a second CD housing the Court Clerk Handbook, Juvenile Officer Handbook, Municipal Judge Bench Book, Sound Reporting Manual, and Circuit Court Personnel System was converted and delivered to court users.

FINANCIAL



Approximately 54,534 Crime Victims Compensation Act judgments were assessed in FY 2000.

Case Load Statistics - FY 2000					
	Filed	Disposed	Pending End	Disposed/ Filed Ratio	Pending/ Disposed Ratio
CIVIL					
General Civil	31,828	29,091	34,695	0.91	1.19
Domestic Relations	100,468	93,878	55,794	0.93	0.59
Chapter 517	128,695	127,012	43,227	0.99	0.34
Small Claims	19,854	19,134	5,978	0.96	0.31
Subtotal	280,845	269,115	139,694	0.96	0.52
CRIMINAL					
Felony	31,944	30,352	18,602	0.95	0.61
Felony Preliminaries	49,567	46,200	35,994	0.93	0.78
Misdemeanors	125,537	117,105	119,320	0.93	1.02
Traffic	379,848	368,683	233,641	0.97	0.63
Ordinance	17,811	17,677	8,272	0.99	0.47
Municipal Cert./TDN	3,850	3,419	1,482	0.89	0.43
Subtotal	608,557	583,436	417,311	0.96	0.72
JUVENILE					
	36,820	34,387	17,473	0.93	0.51
PROBATE					
Decedents' Estates	5,625	5,791	12,832	1.03	2.22
Incap./Disabled Estates	2,658	2,273	20,838	0.86	9.17
Minor Estates	2,343	1,501	10,463	0.64	6.97
Mental Health Petitions	2,330	2,216	329	0.95	0.15
Probable Cause Petitions*	38	21	25	0.55	1.19
Subtotal	12,994	11,802	44,487	0.91	3.77
TOTAL	939,216	898,740	618,965	0.96	0.69

Fine Collection Center:

- 53,052 cases were filed
- 31,222 cases were disposed by guilty plea
- 2,995 cases were returned due to no response
- 9,710 cases were returned due to a not guilty plea
- 9,591 cases were pending as of the end of FY 2000.

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